
Performance Metrics

Bob Pedde

President

Westinghouse Savannah River
Company

To implement a simple set of standard performance indicators for use by Contractors and DOE field and headquarters which:

- ✓ Is timely and consistent.**
- ✓ Provides key performance information at a glance.**
- ✓ Analyzes problem areas and benchmark successes**
- ✓ Depicts trends versus events.**
- ✓ Allows “drill down” to identify issues/actions.**

SRS Solution - Color Rating System

History

- **Institute of Nuclear Power Operations (INPO) key performance indications established post Three Mile Island**
 - Vital element of industry improvement initiative
 - Leading and following indicators
 - Includes analysis and action section
- **Color roll-up developed by utilities**
 - Quick status summary (utility, NRC, and INPO)
 - Easy assessment of trends
 - Sharing of expertise/knowledge

SRS Combined Two Performance Metric Systems

- **Washington Government Group Experience**
 - **Diversity of business units**
 - **Challenge for consistent/useful parameters**
 - **Analogous to DOE Complex**
 - **Built system based on utility experience**
 - **Cross-cutting subject matter experts**
 - **Standard description and rollup algorithms developed**
- **DOE Savannah River Operations Office**
 - **Focus on areas of concern/interest**
 - **Color rating system (concentric circles)**

Development of SRS Metrics

- **Mapped Corporate and DOE-SR metrics**
- **Used DOE-SR Focus Areas**
- **Took meaningful metrics from both sets of metrics**
- **Reviewed list with senior management from both organizations**
- **Continue to refine, as needed**

Color Values and Definitions

G *Excellence/Significant*

Strength: where performance exhibits a significant strength, such as industry top quartile performance or achievement of longer term goals

W *Satisfactory/Normal*

Satisfactory Performance: at/above the industry average or the annual goal, with stable or improving trend over several periods.

Y *Tracking to Satisfactory*

Needs Improvement: where performance needs improvement and management attention. Performance may be achieving goal, but showing a negative trend over several periods that, if continued, will challenge goal achievement.

R *Unsatisfactory/Significant*

Weakness: where performance is significantly below the goal and not showing an improving trend, or where the annual goal achievement is not expected.

B *No Data*

This performance measure did not have data to report for this time period

NA *Not Applicable*

Summary Example

Focus Area	Level	Current Month											
W W W W	G G G G	G W W W	Y W G W	Y Y Y Y	G G G G								
Safety and Security	Industrial Safety	Emergency Services and Fire Protection	Radiological Safety	Nuclear Safety	Physical Security								
W	G	W	W	Y	G								
W W G W	W W G W	W W W W	G G G G	W G G G	G W W W	W W W Y							
Tech Capability and Performance	Production	Infrastructure	Disciplined Operations	Employee Relations	Engineering	Project Management							
W	W	W	G	G	W	Y							
W W W W	W W W W	Y Y W W	G G G W	G W W W									
Community, State and Regulatory Relationships	Environmental Release Index	Environmental Compliance Index	Public Participation Program	Public Perception									
W	W	W	W	G									
W W W W	W G W W	W W G W	R Y R Y	G G G G									
Cost Effectiveness	Financial Forecasts	PBI Performance	Financial Performance	Feedback and Improvement									
W	W	G	Y	G									
G G W W	G G G W	B B W W	B B B B										
Corporate Perspective	Oversight	Nuclear Non-Proliferation	EM Integration										
Y	W	R	B										

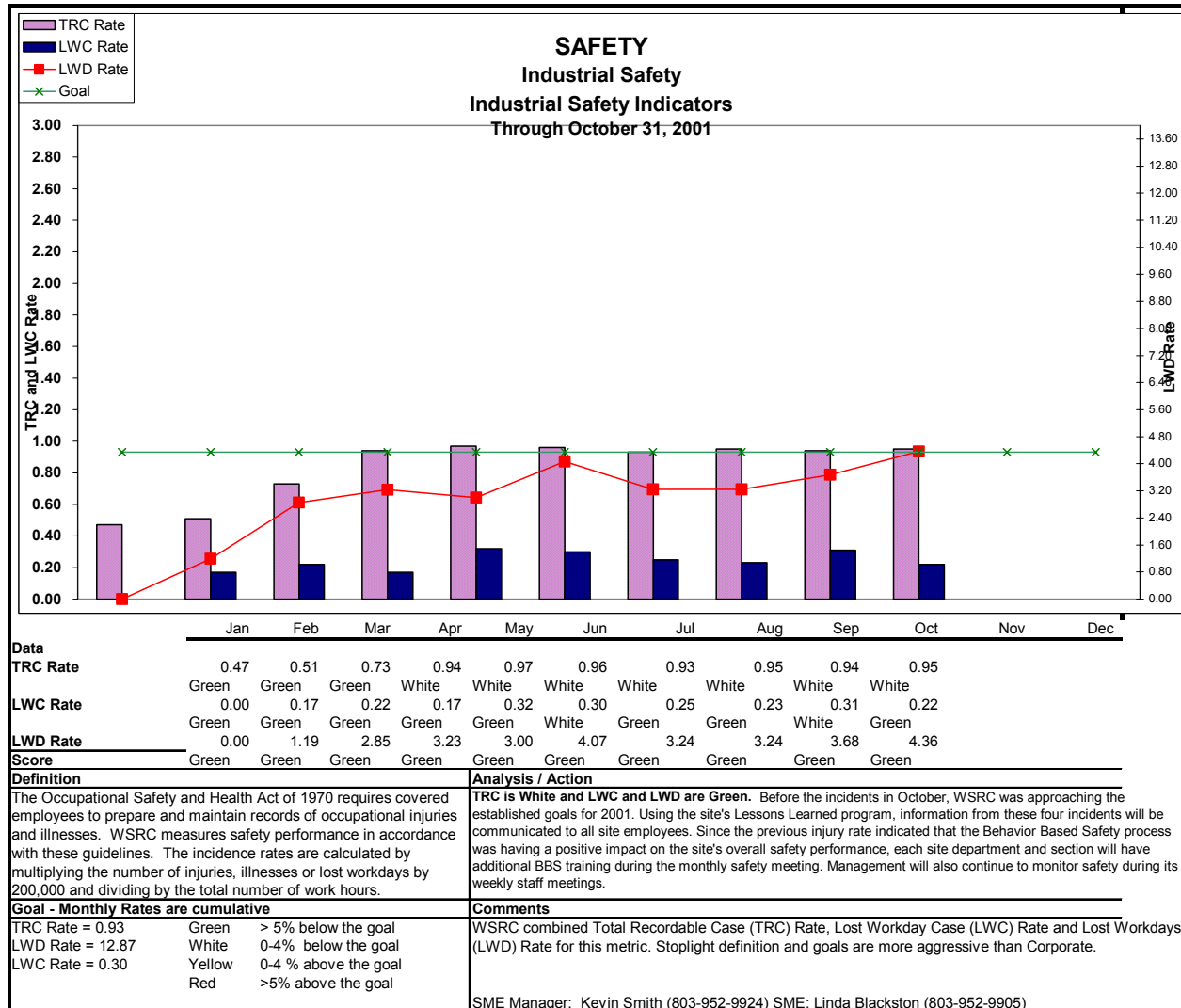
Data represented here is fictitious.

Safety and Security Focus Area Example

<div>Safety and Security</div>	W W W W	G G G G	G G G G	G G G G	G G G G	
		Industrial Safety and Health	TRC Rate	DART	Cost Index	
	G		G	G	G	
	G W W W	Emergency Services and Fire Protection	W W G G	G W W W	G R R R	W G G G
			Fire Protection Impairment Status	EPHA Annual Review/Revision	Corrective Actions	Emergency Exercises/ Drills
	W		G	W	R	G
	Y W G W	Radiological Safety	W G G G	Y W G W		
			Reportable Dose Exceedances	Reportable Contamination		
	W		G	W		
	Y Y Y Y	Nuclear Safety	Y Y Y Y	W W W W		
			Nuclear Safety Issue Management Index	Significant Nuclear Safety Incidents Index		
	Y		Y	W		
	G G G G	Physical Security	G G G G			
			Security Incidents			
	G		G			

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Safety KPI



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I-A-1,2,3 Safety

Progress Since December

- **EFCOG meeting on April 17-18**
- **SRS Workshop on May 1**
- **Sent information/met with several sites**
- **Integrating Six Sigma process**
 - **Evaluate processes for improvement**
 - **Assess metrics to determine if they are within limits**
- **Developed “how to” manual**

Workshop Results

- TBD

- **EFCOG committee on performance metrics to share information**
- **Willing to meet with other sites to communicate lessons learned**
- **“How to” manual available in CD format**